

Policy 7.01 Plan and Progress Report

Updated 2/9/2012

Region 3 / Tacoma DCS

Suquamish Tribe

Plan and Progress Report Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to OIP) of each year.

| Implementation Plan | | | | Progress Report |
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| 1. Policy Identification: Case Referrals | | | | |
| Goals/Objectives | Activities | Expected Outcome | Lead Staff and Target Date | Status |
| <p>Identification and appropriate referral of NCP & CP cases that fall within the jurisdiction of the Suquamish Child Support Enforcement Office (SCSEO)</p> <p>Reducing the risk of child support distributing incorrectly on Tribal cases.</p> <p>Collaboration on how to best serve our shared clients.</p> | <p>Ongoing review and joint determination of cases will be made regarding whether or not it is appropriate to refer/transfer cases from DCS to SCSEO. Jeannie and Teia will regularly communicate with the Suquamish tribe regarding volume and status of cases next in line to be referred.</p> <p>DCS will send a debt calc, and certified order on non-Suquamish orders. Other requested documentation will be included in the referral based on mutual agreement.</p> <p>The Tribe will notify DCS when it believes a Tribal referral is pending so DCS can set Special Instructions on the case to minimize and prevent money distributing incorrectly.</p> | <p>Cases are transferred to SCSEO in an efficient and timely manner with minimal impact to shared clients.</p> <p>Reduce or eliminate any funds being paid out to clients that should be paid through to SCSEO.</p> | <p>State: Jeannie Bowen, Teia Neal Tribe: Bill Paine</p> | <p>As of January 2011, the Suquamish Tribe received notification of comprehensive funding.</p> <p>On 3/17/11, Bill Paine, Melody Allen, Carol Fredricks, Jeannie Bowen, and Dian Speer met to discuss Suquamish Tribal Jurisdiction, priority of case referral/transfer from DCS to Suquamish Child Support Program, and documents needed when referring/transferring cases to SCSEO. Agreement was reached with the caveat that processes can be re-evaluated based on identified needs or issues as they arise. An Excel list of potential cases needing referral/transfer was provided to Bill.</p> <p>As of 2/9/12, one half of the cases identified for referral have been referred to SCSEO. Several cases with complex issues have been identified and Tacoma DCS and SCSEO are working to resolve these issues.</p> |

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| | | | | SCSEO would like to see increased volume and more consistent flow of cases being referred. Jeannie will work with Teia on a plan for accomplishing this. |
| Eliminate inappropriate Child Care Referrals to open a DCS case when a tribal member is receiving Tribal IV-D services | <p>The issue regarding requiring tribal members to submit applications for DCS services when they are already receiving Tribal IV-D services has been raised to policy and DEL, CSD, and DCS are working on a resolution.</p> <p>Tacoma FO tribal liaisons will work collaboratively with SCSEO to identify and resolve any inappropriate applications for DCS services and make sure that CSD understands the client is cooperating with child care program requirements.</p> | Tribal members receiving tribal IV-D services will not be required to submit an application to DCS and be granted good cause. | State: Teia Neal Tribe: Bill Paine | As of 2/9/12, draft guidelines have been developed to create a process for CSD staff to verify if a client is receiving Tribal IV-D services. |
| 2. Policy Identification: Technology and SEMS Information and Access | | | | Progress Report |
| <p>Goals/Objectives</p> <p>To effectively and efficiently work cases, research issues, provide relevant information to SCSEO clients, and complete locate on SCSEO clients via SEMS web screens including AH, BI, DI, DH & IA.</p> <p>To locate parties of Tribal Child Support cases in the most expedient manner</p> | <p>Activities</p> <p>Tacoma FO will continue to advocate for increased access to SEMS web screens to include access to AH, BI, DI, DH and IA screens.</p> <p>Tacoma FO tribal liaisons will look at ways to assist the Tribe with locate services through DCS Central Services.</p> | <p>Expected Outcome</p> <p>Enhanced SEMS Web access including access to AH, BI, DI, DH and IA screens to provide greater flexibility for SCSEO to complete case actions.</p> | <p>Lead Staff and Target Date</p> <p>State: TRT, DCS Policy, DCS SEMS, Rena Hect Tribe: Bill Paine</p> | <p>Status</p> <p>As of 2/1/11, SEMS programming and policy staff indicate that increased access to SEMS web screens should be available by end of 2011.</p> <p>As of 2/9/12, SEMS staff report access has been provided to the QC and RE screens. AH, BI, DI, DH and IA screen access have no time estimate. Each screen will be reviewed for tribal access when it is modified for other projects. SCSEO is disappointed with this</p> |

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| possible. | Tacoma FO Tribal Liaisons will provide information regarding ESD wage and UC information as needed. | | | progress. Rena has shared concerns with DCS Director Wally McClure regarding the lack of progress and timeframes provided to Tribes regarding access to AH, BI, DI, DH, And IA screens. DCS Tribal Relations Team (TRT) is currently working with the DCS Director, DCS Policy, and DCS SEMS to identify barriers and provide realistic timeframes for access to these screens. |
| 3. Policy Identification: IRS Certification | | | | Progress Report |
| Goals/Objectives Certify appropriate cases to the IRS for intercept. | Activities SCSEO is requesting IRS certification of child support debt from DCS. | Expected Outcome Suquamish cases referred by the Tribe will be certified for IRS tax intercept. | Lead Staff and Target Date State: Jeannie Bowen, Teia Neal Tribe: Bill Paine | Status As of 5/25/10, the Squamish Tribe and State have signed a Program Agreement relating to Federal Offset Certification for Child Support that was effective 1/1/11. After the Squamish Tribe begins referring selected cases to DCS for IRS certification, DCS will follow processes to complete certification. As of 2/9/12, progress continues. No issues identified. |
| 4. Policy Identification: Training Opportunities | | | | Progress Report |
| Goals/Objectives Increased awareness and understanding of Tribal culture. | Activities DCS staff associated with the Tribal Team will be given appropriate training (i.e. Government-to-Government Training). | Expected Outcome Enhance knowledge of DCS staff on Tribal history, culture and practices. | Lead Staff and Target Date State: Jeannie Bowen Tribe: Bill Paine | Status DCS policy is to send all personnel who will be working with Tribal agencies and counterparts to be given Government-to-Government training. New Tribal Liaison Teia Neal was sent to Government to Government training on 7/8/10. |

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| | | | | On 10/10/11, SCSEO Case Manager Barbara Lawrence-Piecuch provided a tour of the Suquamish Tribal Museum to DCS staff Jeannie Bowen, Dian Speer, and Teia Neal. This tour included much information regarding Suquamish tribal history, culture, and practices. |
| Share training opportunities | DCS will advise Tribe of ongoing training events and collaborate with the Tribe to provide access to training materials and opportunities. | Well trained and knowledgeable staff. A shared understanding of each program's policies and procedures to increase collaboration on providing the best services to clients. | State: Jeannie Bowen, Teia Neal Tribe: Bill Paine | Tacoma DCS to notify SCSEO through email (and any other available methods) of upcoming trainings that SCSEO may want to attend and share resources as identified. As of 2/20/11, a disc copy of DCS's Interstate Guide was provided to SCSEO. As of 3/18/11, cheat sheets for identified SEMS Codes were provided to SCSEO |
| 5. Policy Identification: Communication and Problem Solving | | | | Progress Report |
| Goals/Objectives Joint line-staff meetings between DCS Tribal Team and SCSEO. | Activities Line staff from both offices will be encouraged to develop their own agenda to have face-to-face meetings to discuss daily procedural and working issues between offices. | Expected Outcome Building rapport and strengthening relationships links through regular meetings. | Lead Staff and Target Date State: Jeannie Bowen, Teia Neal Tribe: Bill Paine | Status Process continues – no changes |

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| Regular 7.01 meetings | The Tacoma District Manager and Tribal Staff will meet with all Tribal Representatives on a quarterly basis as our "7.01 Meeting." | Cross program discussions, problem solving, issue identification, mutual support | State: Rena Hect, Carol Fredricks, Jeannie Bowen Tribe: Bill Paine | Process continues – no changes |
| Outreach to SCSEO and Tribal members | The DCS tribal liaison, Teia Neal, will be available on-site at SCSEO to SCSEO staff and Tribal members on the second Tuesday of each month. | Provide service to customers, potential customers, and Suquamish Tribal Staff. DCS should ensure Teia has ability to log into SEMS while doing outreach and provide Teia with resources to refer cases to Suquamish tribe while doing outreach. | State: Jeannie Bowen, Teia Neal Tribe: Bill Paine | Teia is authorized to utilize a State laptop at SCSEO and has been given a FOB and VPN access so that she can access SEMS. Tacoma DCS is committed to trouble shooting any computer/SEMS connection issues to make sure that Teia has full access to SEMS while she is at SCSEO. Teia will prepare cases needing referrals to work on while at SCSEO. |
| Problem resolution and planning that is specific to the Suquamish Tribe | DCS will be available to meet to work through issues outside the regular 7.01 meetings. | Problems will be resolved and plans solidified to facilitate good service for each other. | State: Carol Fredricks, Jeannie Bowen, Teia Neal Tribe: Bill Paine | <p>Process continues – no changes</p> <p>On 3/17/11, Bill Paine, Melody Allen, Carol Fredricks, Jeannie Bowen, and Dian Speer met to develop plans to begin referring/transferring cases to Suquamish Tribal Child Support Program. Agreement was reached that when Suquamish Tribal Child Support Program is ready (estimate 2-4 weeks), DCS will begin transferring approximately 10 cases per month to the Suquamish Tribal Child Support Program based on an agreed priority hierarchy of cases meeting specific circumstances.</p> <p>As of 2/9/12, several complex case issues have been identified needing correction and resolution. Jeannie and Teia have worked with SCSEO to address and resolve these issues as they have arisen.</p> |

| 6. Policy Identification: Hiring | | | | Progress Report |
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| Goals/Objectives Inclusion of Tribal Staff in major DCS hiring decisions | Activities DCS will invite Tribal Staff to participate in interview panels and/or consult on major hiring decisions in this office, particularly any that have direct impact on Tribal Team workload. | Expected Outcome Increased relationship building through participation in key hiring decisions. | Lead Staff and Target Date State: Rena Hect, Jeannie Bowen Tribe: Bill Paine | Status Process continues – no changes. |